

### Key Dates for QHP Issuers

Event	Date
QHP issuer attends 2020 QRS and QHP Enrollee Survey Requirements and Developing the Survey Sample Frame webinar on REGTAP.	October 18, 2019
Contract with auditor to validate sample frame—QHP issuer contracts with a HEDIS® Compliance Organization (National Committee for Quality Assurance (NCQA)-licensed) for validation of the QHP Enrollee Survey sample frame. <sup>1</sup>	Deadline: December 2, 2019
QHP issuer generates a sample frame for each reporting unit no earlier than January 7, 2020.	January 7 – 31, 2020
Submit template to report ineligibility, if applicable—QHP issuer completes and submits to CMS via email an ineligibility template if the QHP issuer determines that a reporting unit does not meet the January 1, 2020 enrollment threshold (or any other eligibility requirement) within three business days of discovery (but no later than the date specified in the <i>2020 QHP Enrollee Survey: Operational Instructions</i> ). <b>Note:</b> The <i>2020 QHP Enrollee Survey: Operational Instructions</i> are scheduled for distribution to QHP issuers in the Fall of 2019 and will include detailed steps on how to complete and submit the ineligibility template.	Deadline: Mid-January 2020
QHP issuer contracts with an HHS-approved QHP Enrollee Survey vendor to conduct the QHP Enrollee Survey and submit survey response data to CMS.	Deadline: January 31, 2020
<b>Sample Frame Validation</b> —QHP issuer and HEDIS Compliance Auditor (employee of or contracted by the HEDIS Compliance Organization) complete validation of QHP Enrollee Survey sample frame.	Deadline: January 31, 2020
<b>Compliance Audit</b> —QHP issuer and HEDIS Compliance Auditor complete the HEDIS Compliance Audit™. <sup>2</sup>	January – June 2020 <sup>3</sup>
QHP issuer completes NCQA's Healthcare Organization Questionnaire (HOQ) to authorize a QHP Enrollee Survey vendor and to prepare QHP Enrollee Survey response data submission.	Deadline: February 2020
<b>QHP Enrollee Survey Administration</b> —HHS-approved QHP Enrollee Survey vendor conducts the QHP Enrollee Survey on the validated survey sample frame.	February – May 2020
<b>Data Submission</b> —HHS-approved QHP Enrollee Survey vendor securely submits the QHP Enrollee Survey response data to CMS (on behalf of the QHP issuer).	Deadline: May 22, 2020
QHP issuers, Exchange administrators, and CMS preview the 2020 QHP Enrollee Survey Quality Improvement Reports.	August/September 2020

<sup>1</sup> HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>2</sup> NCQA HEDIS Compliance Audit™ is a trademark of the National Committee for Quality Assurance.

<sup>3</sup> See the general guidelines in the *2020 Quality Rating System Measure Technical Specifications* for a more detailed timeline for the HEDIS Compliance Audit.